

**WHAT IS CLAIMED IS:**

1. A method of performing diagnosis in a computer system, the method comprising:

performing in a computer system a plurality of automated diagnostic procedures that each either fails or passes depending on at least one condition in the computer system;

if any of the automated diagnostic procedures fail, displaying identifiers of failed automated diagnostic procedures on a graphical user interface of the computer system for selection by a user; and

displaying on the graphical user interface a user-selectable input control that, upon user selection of a displayed identifier, can initiate an automated remedy procedure that is associated with the failed automated diagnostic procedure.

2. The method of claim 1, wherein the automated remedy procedure comprises a troubleshooting procedure designed to identify a problem source that may have caused the failed automated diagnostic procedure to fail.

3. The method of claim 1 wherein the automated remedy procedure is designed to remedy a problem that may have caused the failed automated diagnostic procedure to fail.

4. The method of claim 1, wherein the plurality of automated diagnostic procedures comprises at least one selected from the group consisting

3 of: an application based automated diagnostic procedure and a content based  
4 automated diagnostic procedure.

1 5. The method of claim 1, wherein the plurality of automated  
2 diagnostic procedures comprises at least one installation automated diagnostic  
3 procedure.

1 6. The method of claim 1, wherein the automated remedy procedure  
2 comprises restoring at least one customized setting in the computer system to a  
3 default setting.

1 7. The method of claim 1, wherein a failure of at least one of the  
2 automated diagnostic procedures comprises one selected from the group  
3 consisting of: an informational message, an advisory, a warning, a fatal error  
4 notification, and combinations thereof.

1 8. The method of claim 1, wherein the user selects the plurality of  
2 automated diagnostic procedures for being performed in the computer system.

1 9. The method of claim 1, further comprising receiving a  
2 predetermined input upon the user selecting the user-selectable input control.

1 10. The method of claim 9, further comprising performing the  
2 automated remedy procedure in response to receiving the predetermined input.

1 11. The method of claim 10, further comprising receiving user input  
2 during the automated remedy procedure.

1           12.    The method of claim 10, further comprising again performing the  
2 failed automated diagnostic procedure after performing the automated remedy  
3 procedure.

1           13.    The method of claim 1, wherein the computer system includes a  
2 plurality of automated remedy procedures, and wherein the user-selectable input  
3 control can initiate any of the plurality of automated remedy procedures that is  
4 associated with a selected one of the plurality of automated diagnostic  
5 procedures.

1           14.    A computer program product tangibly embodied in an information  
2 carrier, the computer program product including instructions that when executed  
3 cause a processor to perform operations comprising:

4           perform in a computer system a plurality of automated diagnostic  
5 procedures that each either fails or passes depending on at least one condition in  
6 the computer system;

7           if any of the automated diagnostic procedures fail, display identifiers of  
8 failed automated diagnostic procedures on a graphical user interface of the  
9 computer system for selection by a user; and

10          display on the graphical user interface a user-selectable input control that,  
11 upon user selection of a displayed identifier, can initiate an automated remedy  
12 procedure that is associated with the failed automated diagnostic procedure.

1           15.    The computer program product of claim 14, wherein the computer  
2   system includes a plurality of automated remedy procedures, and wherein the  
3   user-selectable input control can initiate any of the plurality of automated remedy  
4   procedures that is associated with a selected one of the plurality of automated  
5   diagnostic procedures.

1           16.    A computer program product tangibly embodied in an information  
2   carrier, the computer program product including instructions that, when executed,  
3   generate on a display device a graphical user interface for performing diagnosis  
4   in a computer system, the graphical user interface comprising:

5           an identifier presentation area for displaying, upon a plurality of automated  
6   diagnostic procedures being performed in a computer system, identifiers of any  
7   of the automated diagnostic procedures that fail, for selection by a user; and

8           a user selectable input control for initiating, following user selection of a  
9   displayed identifier of a failed automated diagnostic procedure, an automated  
10   remedy procedure that is associated with the failed automated diagnostic  
11   procedure.

1           17.    The computer program product of claim 16, wherein the user-  
2   selectable input control is displayed before the user selection of the displayed  
3   identifier.

1           18.    The computer program product of claim 16, wherein the user-  
2   selectable input control can initiate any of a plurality of automated remedy

3 procedures that is associated with a selected one of the plurality of automated  
4 diagnostic procedures.

1 19. The computer program product of claim 16, wherein the graphical  
2 user interface further comprises a selection area for the user to select the  
3 plurality of automated diagnostic procedures to be performed.

1 20. The computer program product of claim 19, wherein the selection  
2 area comprises a first area presenting at least one application based automated  
3 diagnostic procedure and a second area presenting at least one content based  
4 automated diagnostic procedure.

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